

DOING BUSINESS WITH THE FEDERAL GOVERNMENT



ROB HOLDER
HPES
ACCOUNT EXECUTIVE

BRILLIANT ON THE BASICS

When Vince Lombardi took over the Green Bay Packers, he was asked if he was going to change the players, the plays, the training, or other key aspects of the team. He replied “I’m not going to change anything; we are simply going to become brilliant on the basics.”



COUNTY IT VISION AND MISSION

- IT VISION

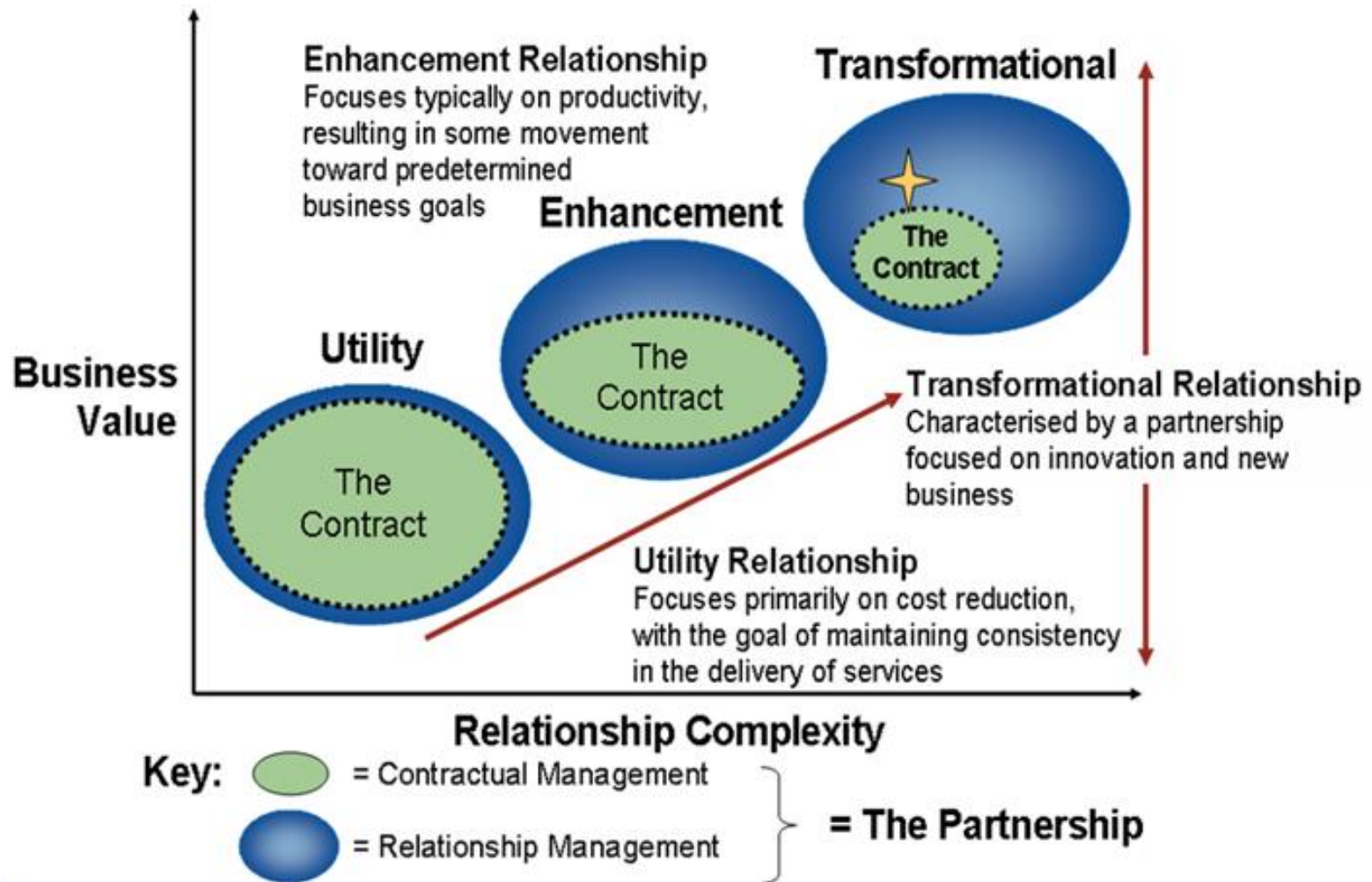
- The County of San Diego will be the center of IT innovation for advancing the delivery of County services, anytime and anywhere.

- IT MISSION

- We will guide the enterprise toward solutions that meet the diverse needs of our County customers through continuous improvement, thought leadership and operational excellence.



HOW SAN DIEGO COUNTY HAS EVOLVED WHERE WE ARE TODAY WITH HP

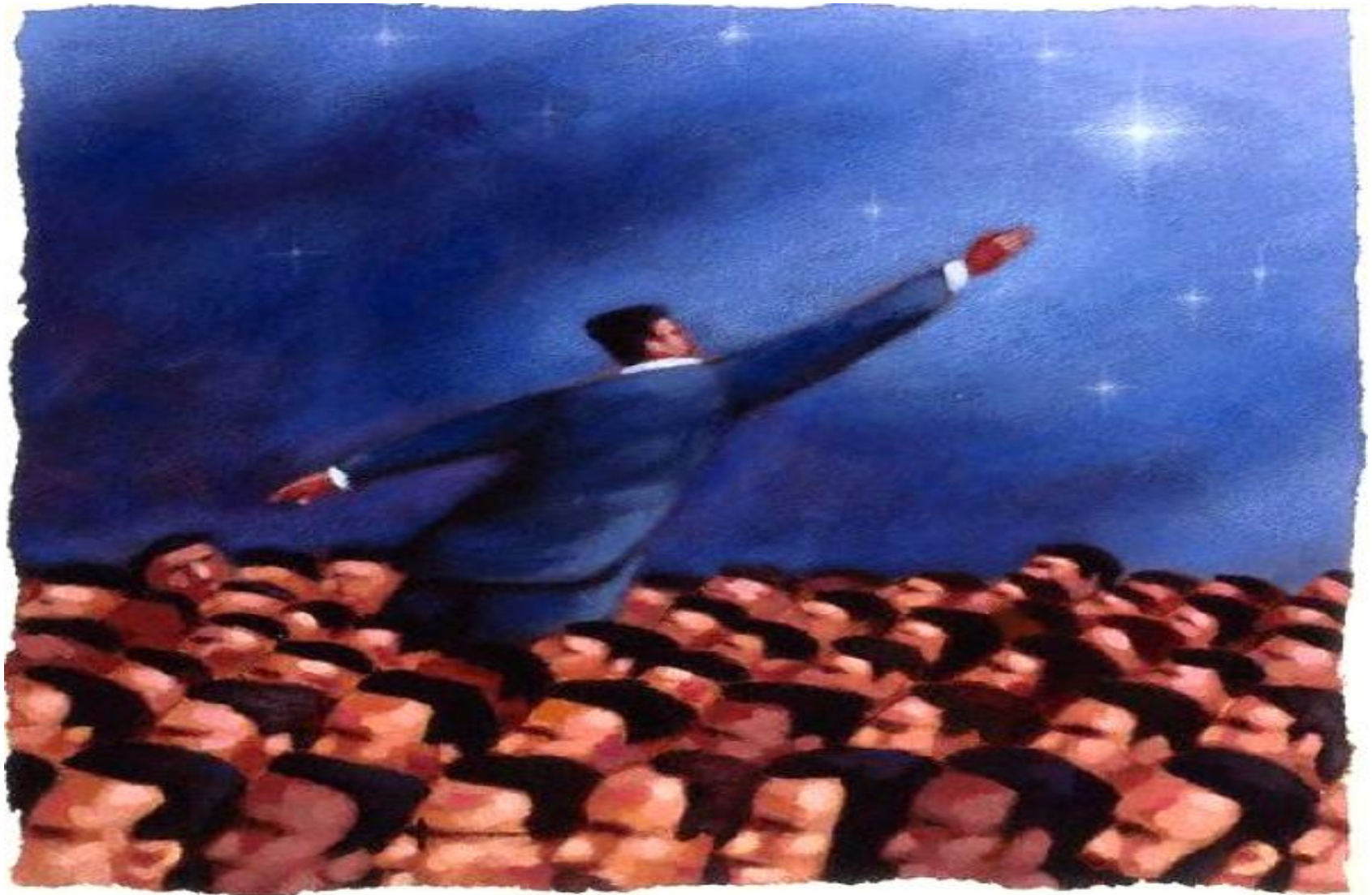


WHY HP? – LESSONS LEARNED

- Focus on the Enterprise
- Understand the County business
- Demonstrate passion for the outcomes
- Realize the meaning of 'M' in MASL
- Require business needs to drive solutions
- Recognize Innovation is key to progress
- Understand you have to earn the right to do more business
- Share and support the County's long-term vision



VISIONARY



M J
23

THE GREATEST OF ALL TIME >>> THE GREATEST OF ALL TIME
**MICHAEL
JORDAN**
THE GREATEST OF ALL TIME >>> THE GREATEST OF ALL TIME

MICHAEL JORDAN

[mj23]



THE LEGEND

MARCH 16, 1994 \$2.99 (CAN. \$2.99)

**Sports
Illustrated**

Bag It, Michael!

Jordan and
The White Sox
Are Embarrassing
Baseball



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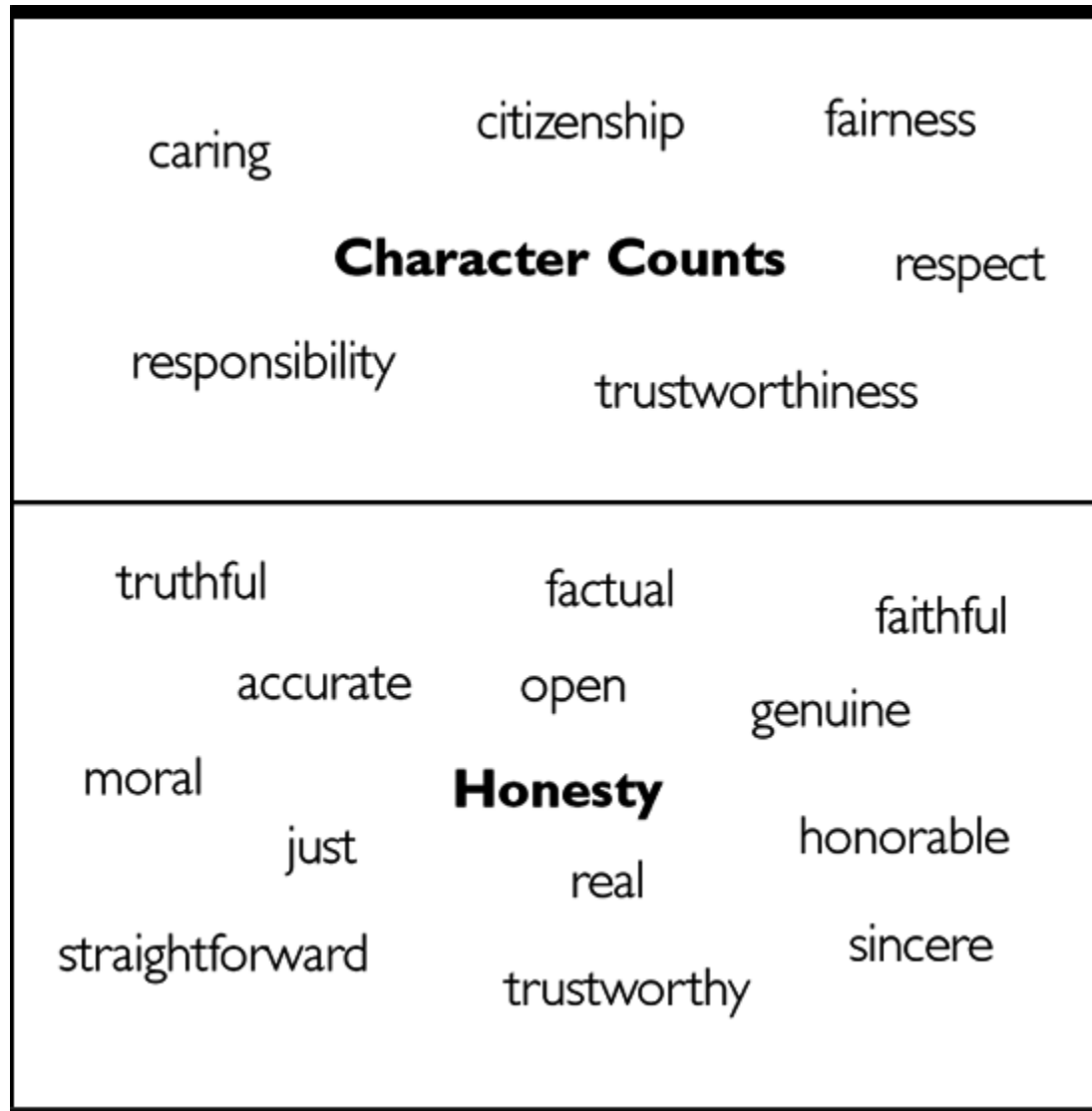
PUBLIC SERVICE MOTIVATION



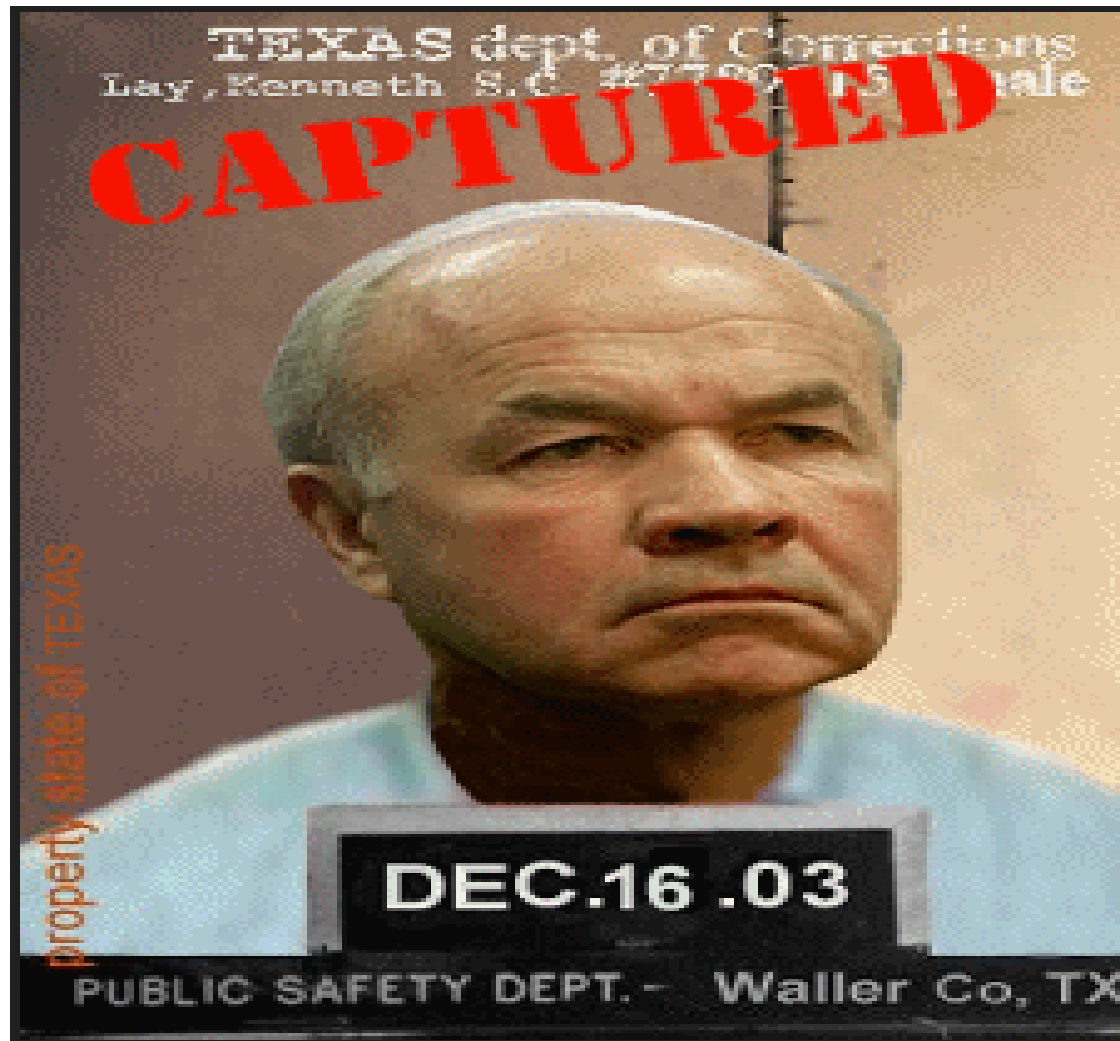
PUBLIC SERVICE MOTIVATION



HONESTY AND INTEGRITY



HONESTY AND INTEGRITY

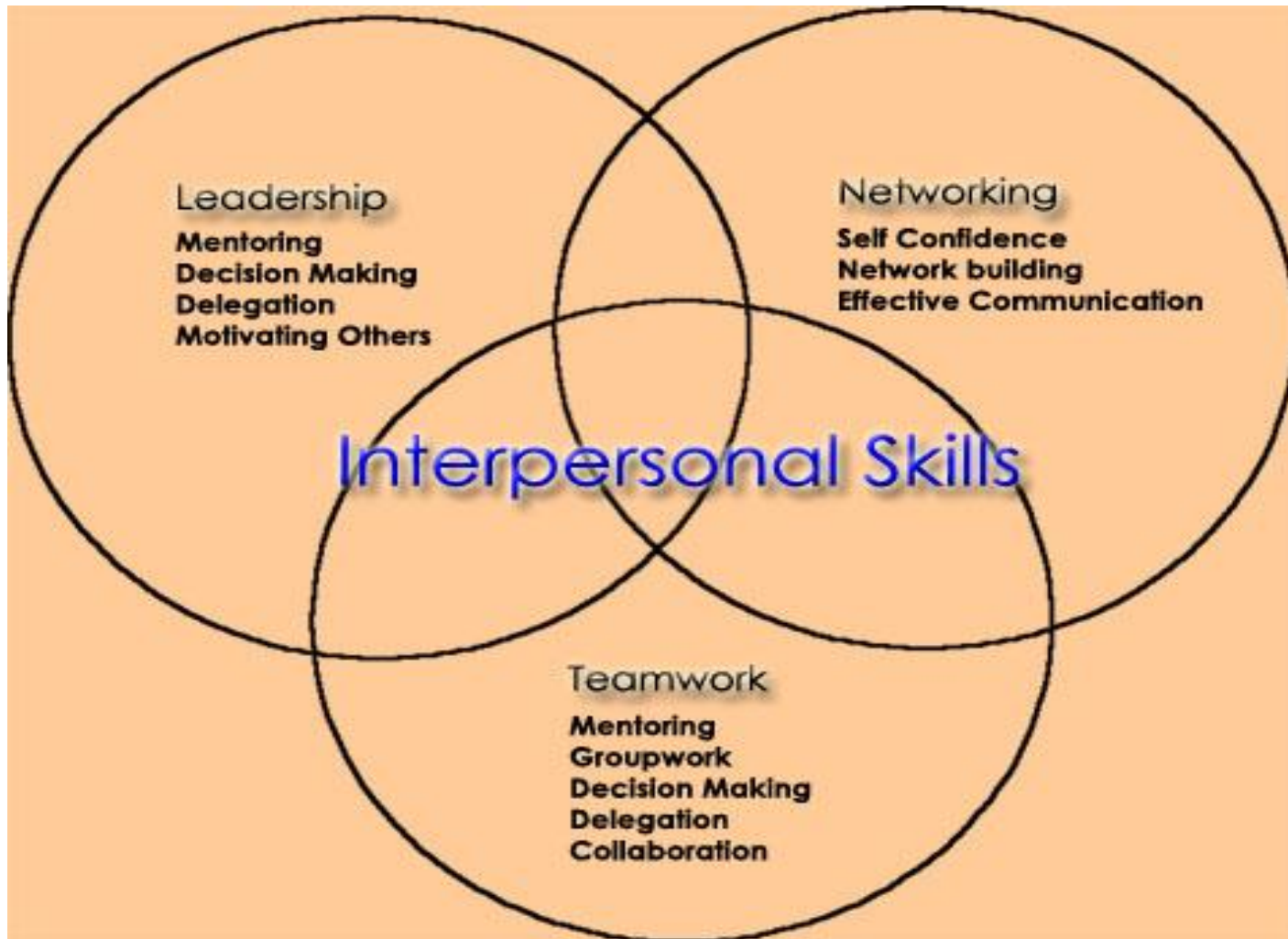




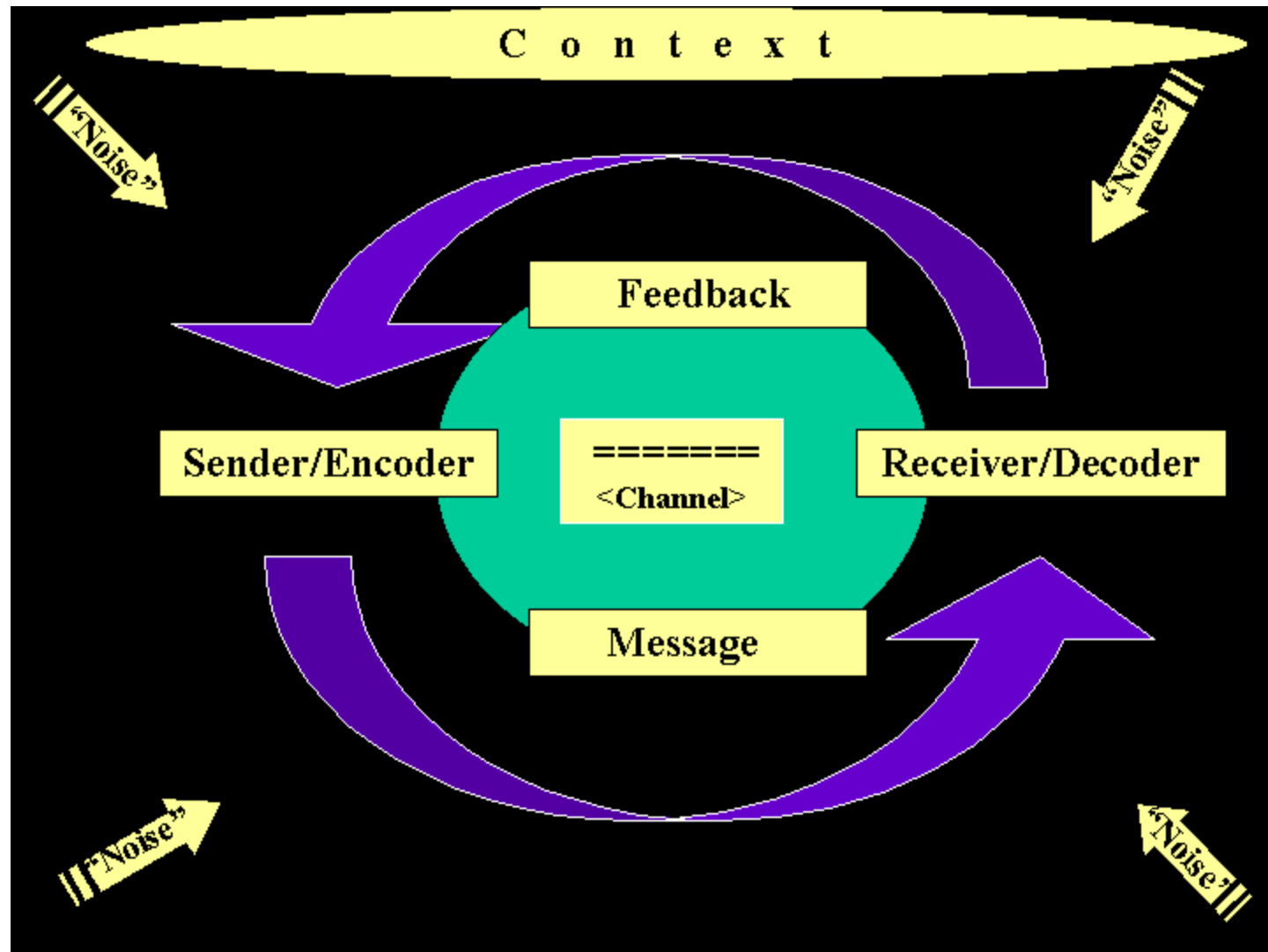
INTERPERSONAL SKILLS



INTERPERSONAL SKILLS



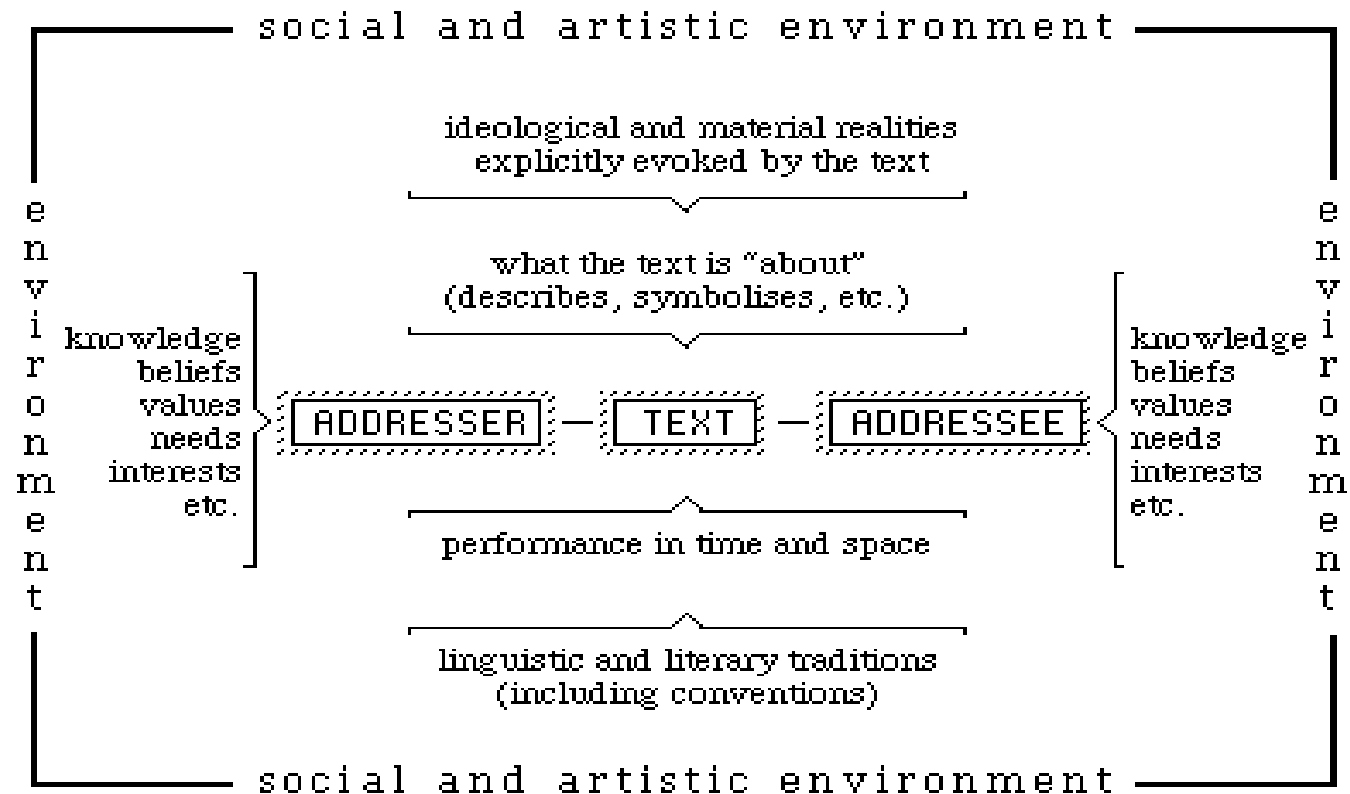
ORAL COMMUNICATIONS



ORAL COMMUNICATIONS



WRITTEN COMMUNICATIONS



ORAL VS WRITTEN COMMUNICATIONS



Communication



■ Oral

- Immediate feedback
- Immediate assessment of the degree to which the receiver understands
- Best used when instruction or information is temporary in nature



■ Written

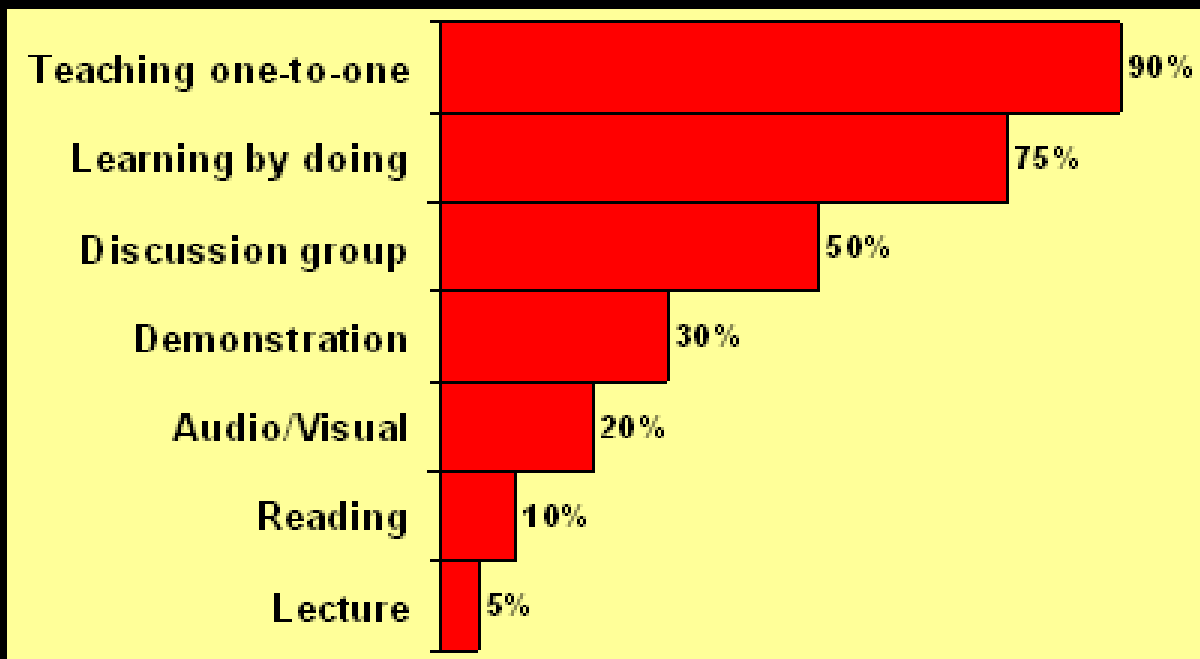
- Complex
- No immediate feedback
- Requires understanding of the language
- Requires basic literacy skills
- No non-verbal cues

CONTINUOUS LEARNING



Effective Learning

Per Cent of Knowledge Retained after Completion



Source: National Training Laboratory, United States

1000ventures.com

LEADING CHANGE



LEADING CHANGE



Why Change Fails

8 Common Errors in Organizational Change Efforts

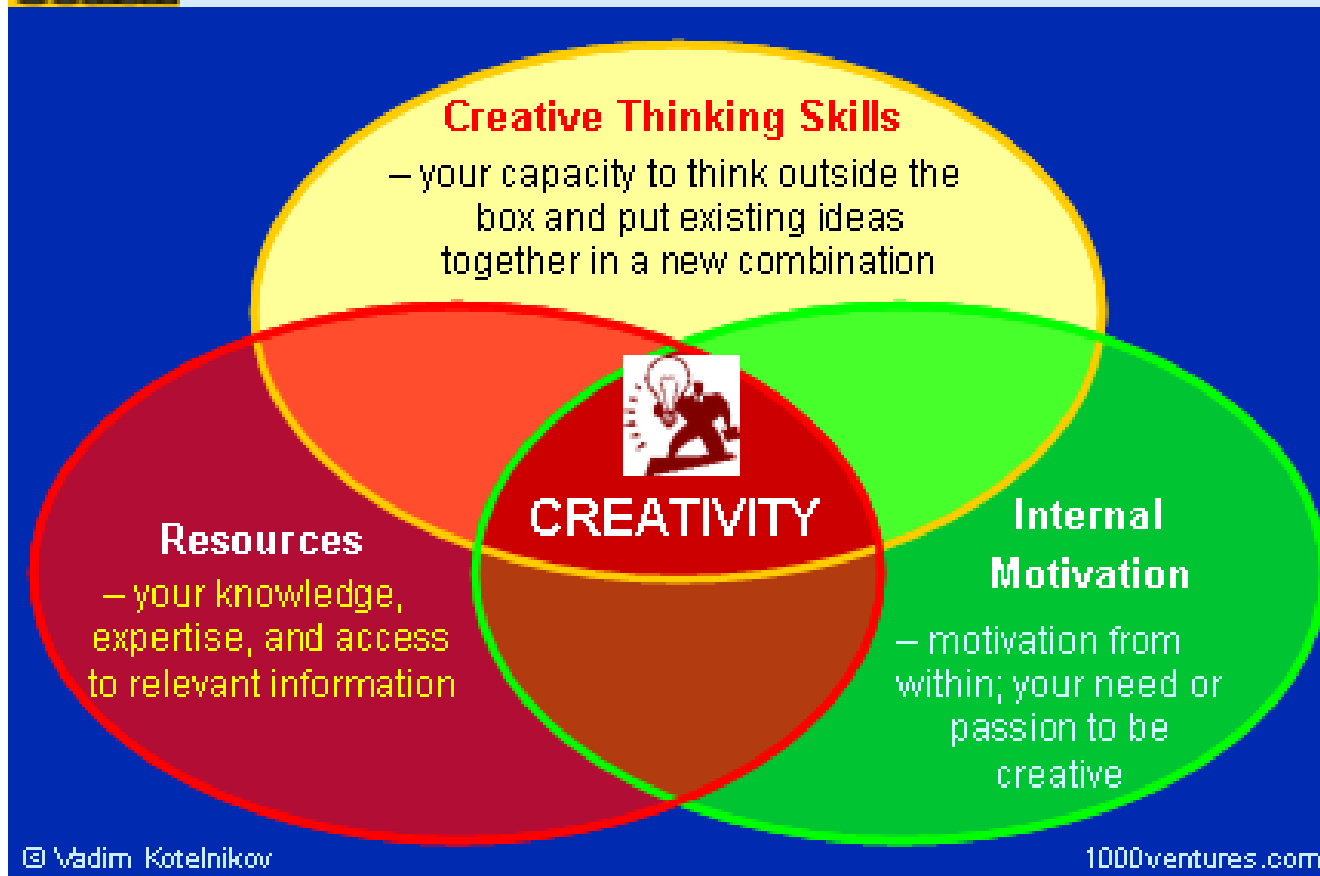
- 1 Allowing too much complacency
- 2 Failing to create a sufficiently powerful guiding coalition
- 3 Underestimating the power of vision
- 4 Undercommunicating the vision
- 5 Permitting obstacles to block the vision
- 6 Failing to create short term wins
- 7 Declaring victory too soon
- 8 Neglecting to anchor changes firmly in the corporate culture

CREATIVITY AND INNOVATION

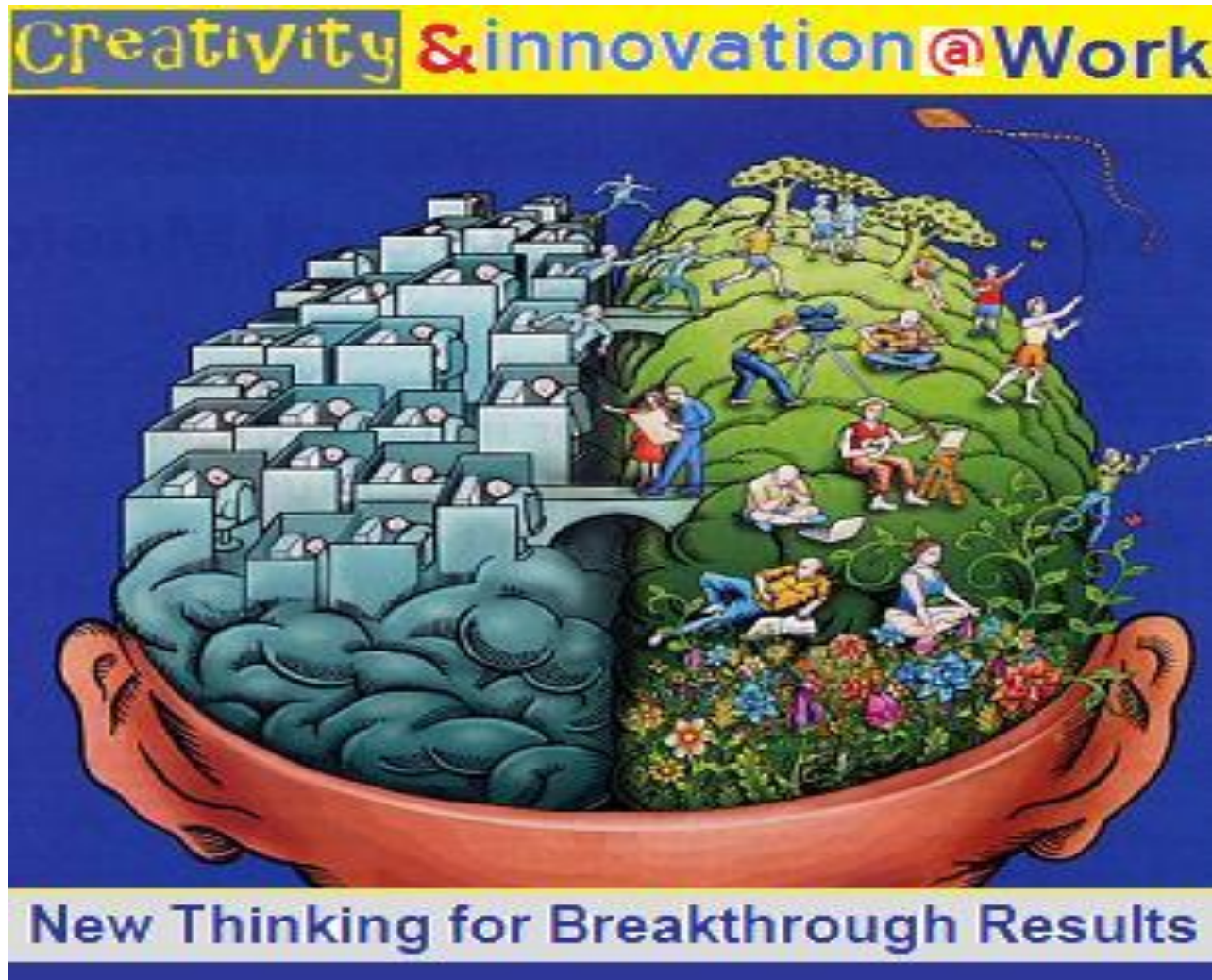


Creativity in Individuals

A Function of Resources, Motivation, & Creative Thinking



CREATIVITY AND INNOVATION



EXTERNAL AWARENESS

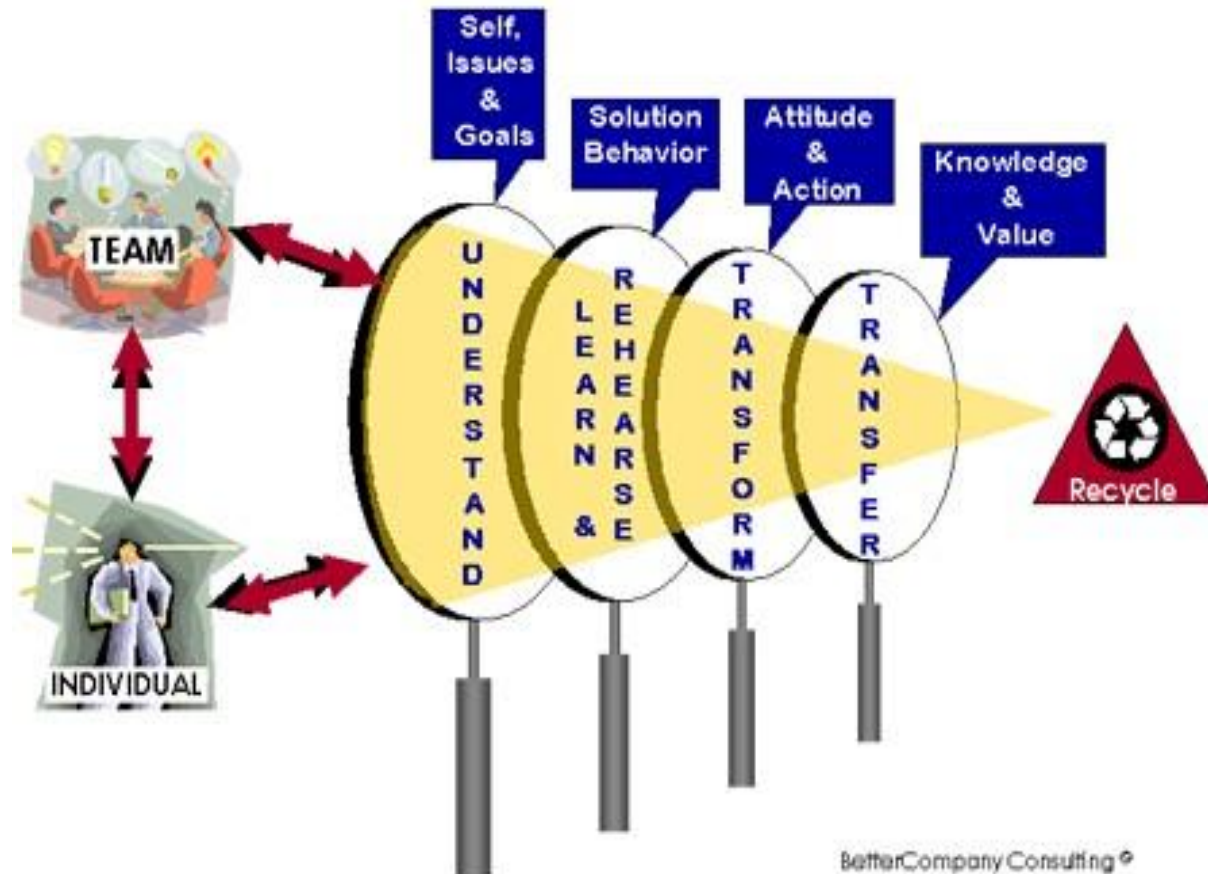


“And this light here lets you know when the camera is obsolete.”

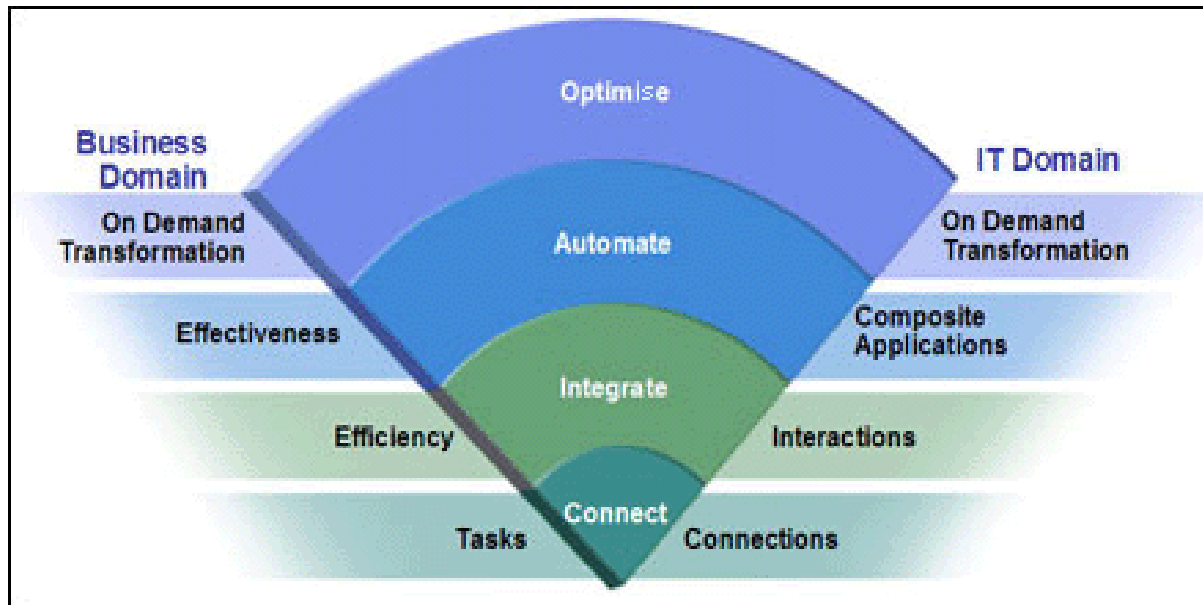
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EXTERNAL AWARENESS

BetterCompany
Organizational Change Model



ALIGNMENT



"Rockwell Automation is committed to developing the industry's most comprehensive, modular and scalable suite of manufacturing software for integrating people, information and processes across technological and organizational boundaries," said Kevin Roach, Vice President, Rockwell Automation. "This solution must leverage existing IT investments, support deployment of composite applications and deliver significant business value.

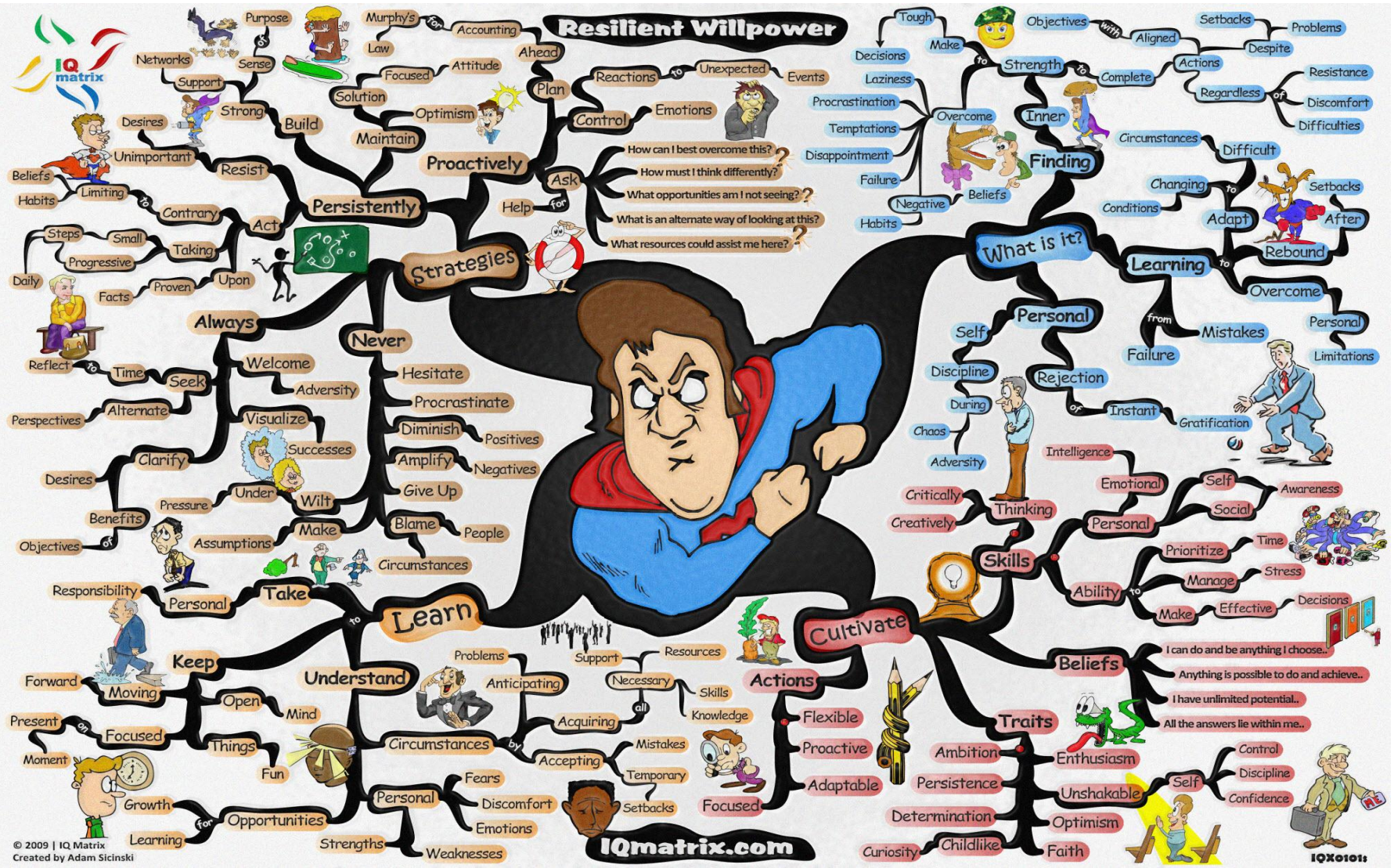
IBM has the technology, experience, and deep industry understanding to implement this comprehensive SOA implementation with us."

--- Kevin Roach, Vice President, Rockwell Automation

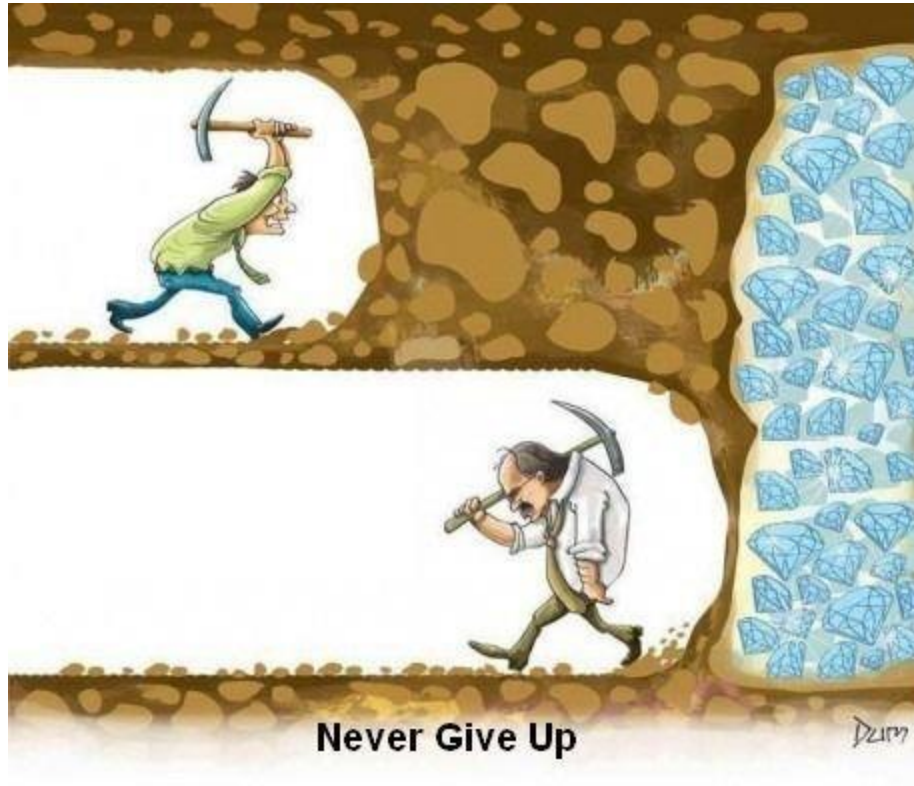
FLEXIBILITY



RESILIENCE



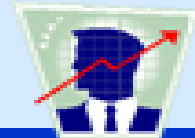
RESILIENCE



STRATEGIC THINKING



Strategic Achievement
Thinking × Action × Learning → Synergy



STRATEGIC THINKING

1. Look behind the symptoms
2. Combine intuition and data
3. Recognize the value of synergy
4. Live the life of the customer
5. Balance the short and long term

STRATEGIC LEARNING

1. Undertake strategic control
2. Experiment
3. Constantly refine the strategy
4. Learn from mistakes

STRATEGIC ACTION

1. Make a choice
2. Take risks
3. Sell the new strategy
4. Calculate the reactions
5. Get the timing right
6. Acquire the appropriate resources

LEADING PEOPLE

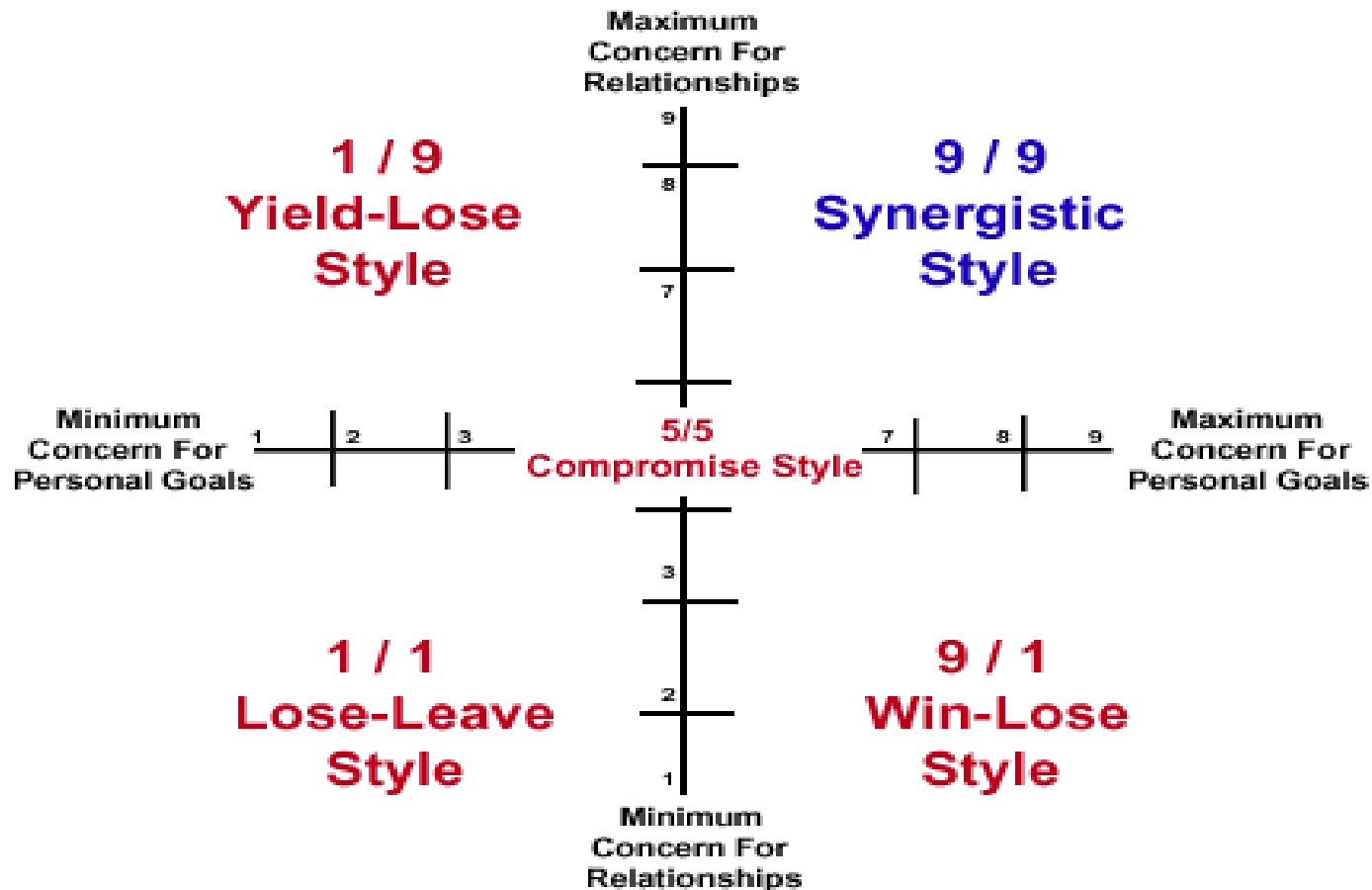


LEADING PEOPLE



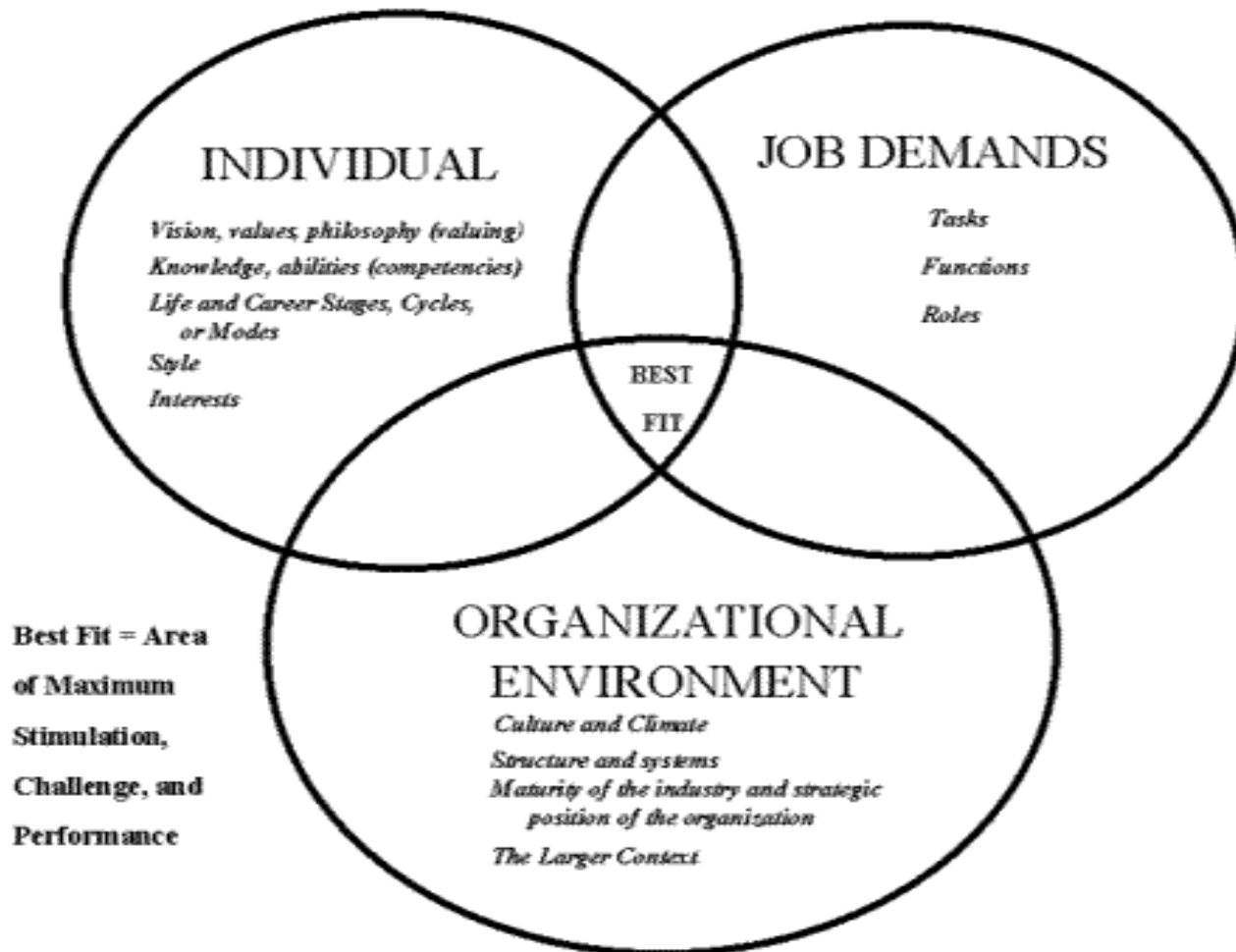
CONFLICT MANAGEMENT

Conflict Management Style Model Teleometrics International



DEVELOPING OTHERS

CONTINGENCY THEORY OF ACTION & JOB PERFORMANCE (Boyatzis, 1982)



LEVERAGING DIVERSITY



Harnessing the Power of Diversity Leverage Critical Opposites

Diversity is a specialized term describing a workplace that includes:

1. people from various backgrounds and cultures, and/or
2. diverse businesses.

Benefits of leveraged diversity

- Inspires innovation
- Enhances creativity
- Brings different frames of reference to a problem



How to leverage diversity

- Involve everyone
- Facilitate cross-pollination of ideas
- Create cross-functional teams

TEAM BUILDING



GREAT PLAYERS GOOD TEAM



Natacha Pisarenko / AP



GREAT TEAM GOOD PLAYERS



GREAT PLAYERS



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GREAT TEAM

gettyimages®



TEAM BUILDING



ACCOUNTABILITY



Accountability:

*Actions toward or
involving others that
reflect the integrity of the
person you want to be.*

CUSTOMER SERVICE



DECISIVENESS



ENTREPRENEUR

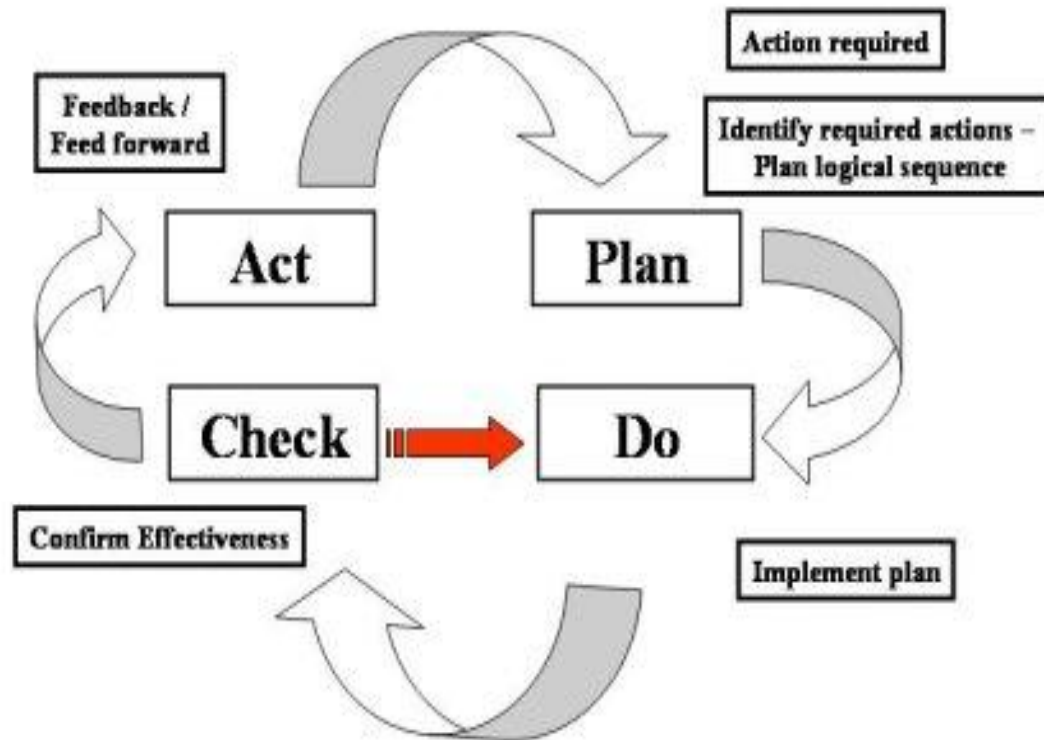


ENTREPRENEUR

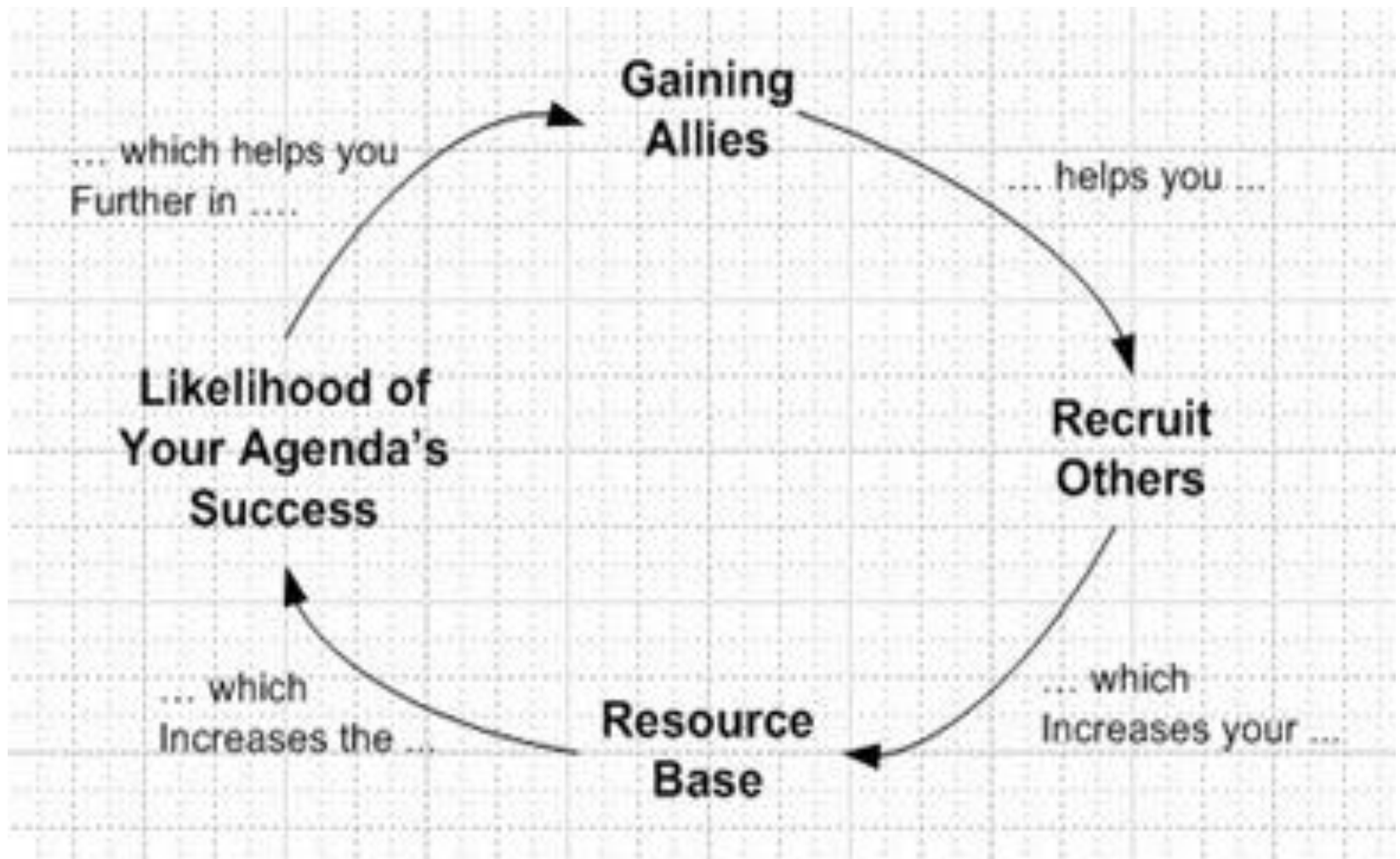


PROBLEM SOLVING

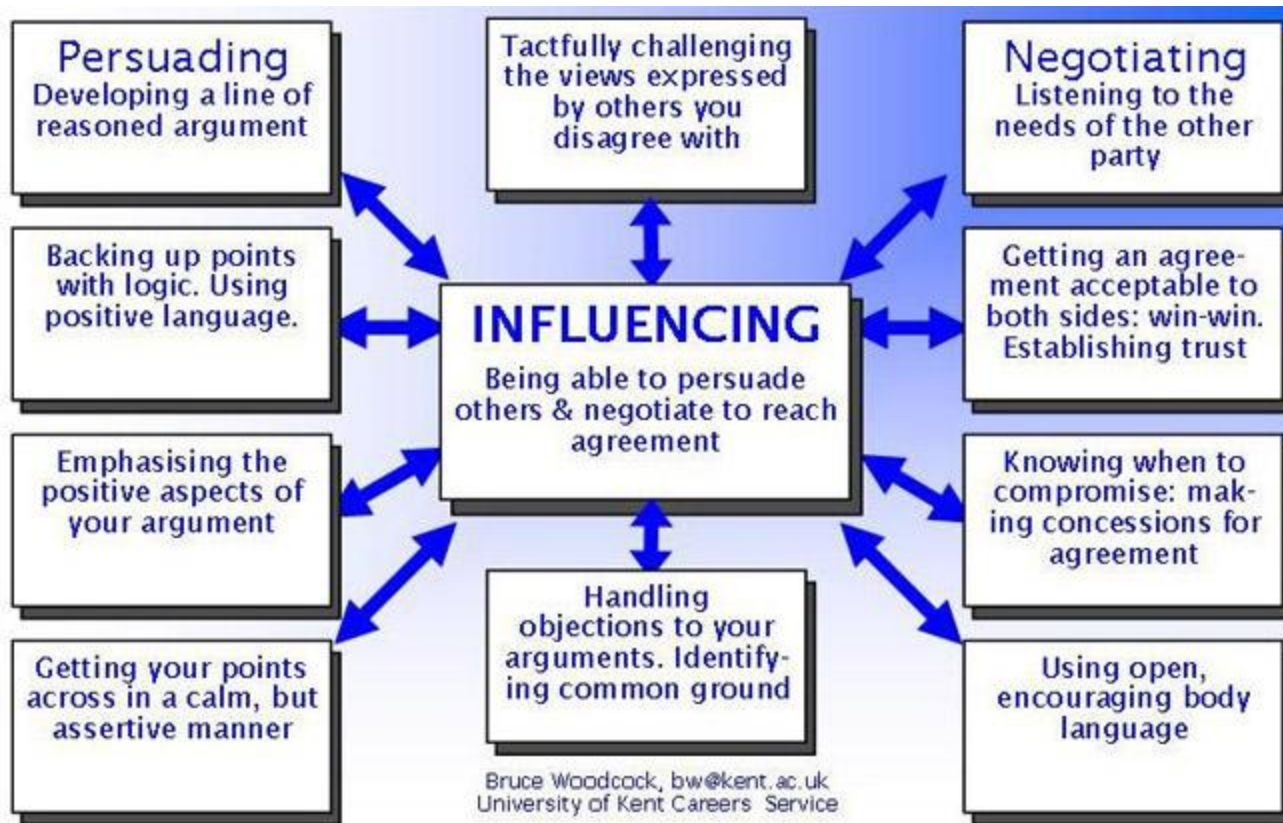
Problem Solving Cycle



BUILDING COALITIONS



INFLUENCING AND NEGOTIATING



PARTNERING



QUESTIONS

